









*OUR TUCSON*A Message from the City Manager



A Thank You to City Employees December 2013

I wish all City employees a safe and peaceful holiday season. It is a time to share with family and friends, reflect on the year that has passed, and set goals for the year to come.

Here in the City of Tucson, our challenge in 2013 was to maintain quality service delivery, advance our projects and programs, and improve our efficiency, through strategic planning and innovation.

I am pleased to report that the City of Tucson made impressive forward progress this year in a number of areas.

Our City employees met and exceeded expectations throughout our organization. The challenge to our City was clear. There were increased responsibilities as the size of our workforce declined. At the same time, the need in our community for City of Tucson services grew during the Recession, even as government revenues required to provide those services decreased.

And, as always, our duty to serve every citizen, every day, every night, providing safe neighborhoods, clean water, maintained parks, emergency medical services, programs for seniors and children, and many more critical services, remained in place.

In response, City employees displayed yet again their commitment to the Tucson community. Many dedicated themselves to examining their own jobs and workplaces and to finding new ways to be more efficient and stretch the community's valuable tax dollars as far as possible. Others found ways to work across departments to achieve economies of scale and increased savings.

Across our organization, I see proud, innovative, and effective public servants.

I am sincerely proud of the accomplishments that our organization has achieved this year. Thank you to all City employees for your professionalism and dedication to Tucson. I can assure you that our citizens know our successes are hard earned and that the progress we have made is observable throughout our community.

We can see progress in the nearly complete construction of the SunLink Modern Streetcar system, a project that will change the course of our City's history and economy.

We see improved infrastructure, more repaired streets, and state-of-the-art water treatment and delivery systems.

We have nationally recognized and award winning departments, such as Procurement, Information Technology, Water, and General Services.

We innovate internally with projects such as the new payroll system, the City Clerk's advanced agenda material management system, and increased project management oversight citywide.

We capture methane at our landfill, use CNG and other alternative fuels in our garbage trucks and buses, and power operations across the City using solar energy.

And we have earned the support of Tucson voters in their approval of \$100 million in road repair bonds in 2012 and their approval of the City General Plan and a \$50 million expenditure limit increase in 2013.

In 2014 both the opportunities and challenges will grow even larger. The SunLink Modern Streetcar will begin service to the public this summer. Significant road construction projects on Grant, St. Mary's, and Houghton Roads will continue. The City's new Advanced Oxidation Plant (AOP) will open in January and provide additional remediation of treated groundwater supplies near the airport. Our new regional public safety communications system, PCWIN, will begin operations in 2014. These and other important projects will improve the quality of life of our citizens and make our city government more innovative and durable.

Budget pressures will continue to challenge our city next year. While revenues are expected to increase in Fiscal Year 2015, costs will increase at a greater rate.

Therefore, we must work with Mayor & Council to prioritize city programs and invest in the basic services most critical to the health and safety of our citizens and to the local economy. And we must develop a plan to address longstanding shortfalls in the areas of capital projects, deferred maintenance and replacement of outdated buildings, equipment and systems.

I am confident that our Mayor & Council, our employees, and our citizens will come together to celebrate our achievements and face these challenges together, as we always have. We will rest up over the holidays and begin 2014 with the strength and resolve our duties require and our citizens expect.

Happy Holidays,

Richard Miranda

Tucson City Manager